

Provider Newsletter

Volume 6 Issue 3



ARIZONA
DEPARTMENT
of CHILD SAFETY
Comprehensive Medical
and Dental Program

EPSDT Tips and Reminders

As you know, an Early Periodic Screening, Diagnostic, and Treatment (EPSDT) visit is synonymous to a well-child check. It is designed to be **comprehensive**. Due to the at-risk population that CMDP serves, it is especially important that **all** screenings/procedures indicated on the EPSDT forms are performed. Submitted EPSDT forms are monitored routinely for completeness.

Here are some tips and reminders:

- Follow the EPSDT Periodicity Schedule. This is a federal mandate.
- Document the visit. This can be done using the AHCCCS EPSDT Tracking Forms. The forms are age-specific and correspond to the Periodicity Schedule.
- If you opt to use electronic medical records (EMR), ensure that all elements of the EPSDT tracking form are included in the EMR.
- In addition to the comprehensive health history and physical exam, the EPSDT must include:
 - ◆ Physical health
 - ◆ Developmental health
 - ◆ Behavioral health assessments/screenings
 - ◆ Nutritional Assessment
 - ◆ Vision
 - ◆ Hearing/Speech
 - ◆ Are all shots up-to-date?
 - ◆ Oral health
- Remember to assess lead exposure risk (ages 6 months through 6 years) and TB risk (ages 12 months and older).
- CMDP Providers are required to enroll in the Vaccines for Children (VFC) Program and enter immunizations into the ASIIS system.
- Remember to assess oral health (ages 6 months and older) and refer to a dentist for preventive care (ages 12 months and older).

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References:

AHCCCS. (n.d.). *AMPM Policy 430, Exhibit 430-1, AHCCCS EPSDT Periodicity Schedule*. Retrieved from AHCCCS Medical Policy Manual: <https://www.azahcccs.gov/shared/MedicalPolicyManual/>

CMDP. (2017). *Comprehensive Medical and Dental Program (CMDP) Provider Manual*. Retrieved from AZ Department of Child Safety: <https://dcs.az.gov/services/cmdp/comprehensive-medical-and-dental-program-cmdp-provider-manual>

Caring for the Child with Asthma



According to the 2016 Arizona Asthma Burden Report, “In Arizona, more than 27,000 emergency department and hospital discharges were attributable to asthma in 2014”. The estimated cost of this care was \$115 million. By payer source, the single largest source of asthma-related care is the State Medicaid program, known as the Arizona Health Care Cost Containment System (AHCCCS). Even though asthma cannot be cured, the condition can be controlled. The provider plays a pivotal role in achieving good asthma control.

The American Lung Association promotes the importance of guidelines-based care for asthma patients. They focus on four major components:

- Assessment and Monitoring of Patients with Asthma
- Education about Asthma Self-Management
- Control of Environmental Exposures that Affect Asthma
- Medications to treat Asthma

The Comprehensive Medical and Dental Program (CMDP) supports these goals in meaningful ways. CMDP offers Clinical Guidelines for providers. Three of these Clinical Guidelines focus on the role of the provider in the management of asthma including current recommendations and resources.

Providers caring for members covered by CMDP are supported with a formulary that includes control and rescue medications, as well as allergy medications. CMDP recognizes that members may receive care in more than one home and at school. CMDP will work with the providers to ensure the medically necessary medications and equipment such as spacers and Small Volume Nebulizers are available to the members. CMDP members are also eligible for the Vaccines for Children program that includes coverage of the influenza vaccine. CMDP nurses review members on multiple asthma medications and may reach out to a provider to discuss the possibility of controller medication/s.

CMDP aims to support the providers with accurate and timely reimbursement. Proper documentation will affect reimbursement. ICD-10 and CPT codes must be adequately supported by chart documentation to ensure optimal and timely reimbursement.

If CMDP can be of assistance, please contact the Medical Services Unit at 602-351-2245.

<http://www.azdhs.gov/documents/prevention/tobacco-chronic-disease/az-asthma-burden-report.pdf>

<http://www.lung.org/assets/documents/asthma/NAEPP-Guidelines-Factsheet-FINAL-6-19-14.pdf>

<https://www.azahcccs.gov/Resources/Downloads/PharmacyUpdates/AHCCCSAcuteLongTermCareDrugList.pdf>

<https://dcs.az.gov/services>

A Heads Up!

This section is dedicated to forwarding on information received by our medical professionals at CMDP to assist with improving practice and procedures among our providers.

Received June 22, 2017 from the Centers for Disease Control and Prevention (CDC):

CDC has released a new Vaccine Administration e-learn.

The e-Learn is a free, interactive, online educational program that serves as a useful introductory course or a great refresher on vaccine administration. The self-paced e-Learn provides comprehensive training, using videos, job aids, and other resources to accommodate a variety of learning styles, and offers a certificate of completion and/or Continuing Education (CE) for those that complete the training.

For more information, please visit [Vaccine Administration e-Learn](#)

Primary Care Resources for the Child in Out-of-Home Care

As you know, the American Academy of Pediatrics (AAP) is a great resource for implementing process and procedure within your practice. Recently, the AAP has released two handouts that pediatricians can use to assist with care provided to the families and members who are in out of home care. Both handouts can be retrieved by going to the AAP website on the “Foster Care, Adoptions & Kinship Care” page. The link will be on the right side of the page under Primary Care Resources titled “Anticipatory Guidance” and “Talking with Families”. According to the AAP, these forms will assist your practice with age-appropriate discussions about adoption and foster care as well as how to address complicated family and life situations. The link to the AAP Foster Care, Adoptions & Kinship Care is aap.org/cofcake. Thank you for serving the children in Arizona and improving the care received by the children in out of home care!



Third Molar Extraction: AHCCCS Coverage Policy



The extractions of maxillary and mandibular third molar teeth are AHCCCS covered services when determined medically necessary. CMDP determines medical necessity on an individual, case-by-case basis and not based solely on a pre-selected set of criteria.

The provider request for the removal of third molar teeth should include a narrative statement which clarifies the extraction to be medically necessary. Pain, local or systemic infection, pathology/cyst, caries or root involvement are criteria that must be present for service coverage. The documentation submitted should also include periapical or panoramic x-ray and the identification of the symptomatic teeth.

AHCCCS policy does not cover extraction of asymptomatic third molars. To determine eligibility for extraction there needs to be a distinct reason for the removal of the teeth and this reason should be clearly stated. The prophylactic removal of asymptomatic third molar teeth, exhibiting no overt clinical pathology, is not a covered benefit.

All surgical extractions of third molars require prior-authorization (PA). The ADA Dental Procedure Codes for removal of impacted third molars have the description of soft tissue (D7220), partially bony (D7230) or completely bony (D7240). The tooth number should be identified, with the appropriate CDT code, and submitted to CMDP with the standard ADA dental claim form.

FDA Alerts, Recalls and Black Box Warnings

May-August 2017

*Lupin Pharmaceuticals issued a drug recall for one lot of the Mibelas 24 Fe oral contraceptive product. The pack's tablet orientation may be arranged incorrectly, with the potential for placebo tablets to be present in the active tablet row. The product lot number listed on the package should be inspected to clarify if a member's prescription is affected by this recall; not all members with prescriptions for Mibelas 24 Fe will be affected. If the lot number and expiration date are not visible on the package, the member's prescription may be affected by this recall.

Additional information regarding the recall is available at:

<https://www.fda.gov/Safety/MedWatch/SafetyInformation/SafetyAlertsforHumanMedicalProducts/ucm560908.htm>

*Bristol-Myers Squibb voluntarily recalled one lot of Eliquis 5mg tablets due to a customer complaint that one bottle of Eliquis 5mg was found to contain Eliquis 2.5mg tablets. At this time there have not been any adverse events reported. However, if a patient takes a lower dose of Eliquis for a prolonged period of time, it could result in an increased probability of stroke, blood clot, or death.

For additional information regarding the recall, please refer to the FDA Enforcement Report found at:

https://www.fda.gov/Safety/Recalls/ucm563002.htm?source=govdelivery&utm_medium=email&utm_source=govdelivery

*Advanced Pharma, Inc. d/b/a Avella of Houston, is voluntarily recalling all unexpired lots of Nitroglycerin injection 5% Dextrose USP products that were produced at its Houston location from March 3, 2017 through May 31, 2017 due to sub potency. While sub potency was identified during laboratory testing to affect only certain lots of nitroglycerin, Advanced Pharma is recalling all unexpired lots of nitroglycerin. These products were not distributed directly to patients or consumers, but rather to healthcare facilities (e.g. hospitals) nationwide between March 9, 2017 to June 1, 2017. To date, Advanced Pharma has not received any reports of product complaints and/or adverse events related to the products.

For additional information regarding the recall, please follow the link below:

<https://www.fda.gov/Safety/MedWatch/SafetyInformation/SafetyAlertsforHumanMedicalProducts/ucm563381.htm>

*Hospira, a Pfizer company, is voluntarily recalling the following products due to microbial growth detected during a routine simulation of the manufacturing process.

- 8.4% Sodium Bicarbonate Injection
- NeutTM (Sodium Bicarbonate 4% additive solution)
- QUELICINTTM (Succinylcholine Chloride Injection, USP)
- Potassium Phosphates Injection, USP

*No batches of distributed product have been identified as actually containing microorganisms. To date, Hospira has not received reports of any adverse events associated with this issue, however, in the event that an impacted product is administered to a patient, there is a reasonable probability that the patient may experience adverse events ranging from fever, chills and malaise, to severe adverse events including systemic invasive mycoses or systemic bacterial sepsis.

For additional information regarding the recall, including affected NDCs and lot numbers, please refer to the FDA safety alert at:

https://www.fda.gov/Safety/Recalls/ucm563383.htm?source=govdelivery&utm_medium=email&utm_source=govdelivery

*Teva Pharmaceuticals has initiated a voluntary recall to retail-level for one lot of paliperidone 3mg extended-release tablets due to failing test results for dissolution. Taking a product that has failed dissolution could result in lower drug absorption, which could reduce the effectiveness in treating a patient's mental and/or mood symptoms. Teva has not excluded the potential for additional tablets to be below specification, although no post marketing adverse events have been received to date for lack of effectiveness for this recalled lot.

For additional information regarding the recall, please refer to the FDA safety alert at:

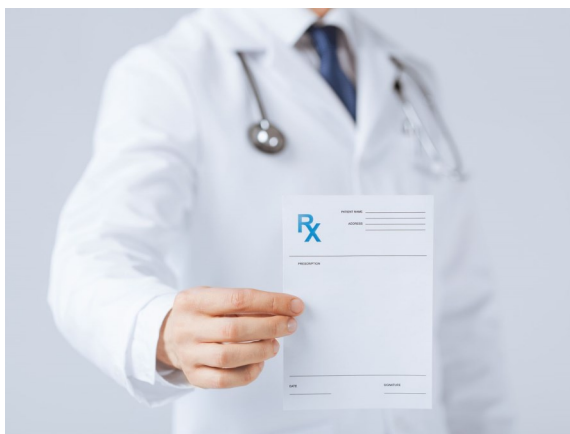
<https://www.fda.gov/Safety/MedWatch/SafetyInformation/SafetyAlertsforHumanMedicalProducts/ucm563358.htm>

*Apac Packaging LLC is voluntarily recalling one lot of Cyclobenzaprine 5mg tablets (used for muscle spasms) and Amantadine 100mg capsules (used for Parkinson's, drug induced extrapyramidal reaction and various viral-based conditions) to the retail level due to potential mislabeling. A small number of cartons containing Cyclobenzaprine 5mg unit dose blister cards may potentially be mislabeled as Amantadine 100mg capsules. The unit dose blisters inside the carton are correctly labeled as Cyclobenzaprine 5mg tablets. Apac Packaging LLC has not received any reports of adverse events related to this recall.

For additional information regarding the recall, please refer to the FDA safety alert at:

https://www.fda.gov/Safety/Recalls/ucm568875.htm?source=govdelivery&utm_medium=email&utm_source=govdelivery

*The FDA originally announced the recall of all lots of two Rugby products, Diocto liquid (docusate sodium) and Diocto syrup (docusate sodium), manufactured by PharmaTech, LLC. This product is being recalled due to a risk for contamination with *Burkholderia cepacia*. Use of contaminated product may result in serious infections that could be life-threatening in patients with compromised immune systems and in patients with chronic lung conditions such as cystic fibrosis.



Within a week since the original recall, the FDA has now expanded the lot recall to ALL liquid products manufactured by PharmaTech, LLC that were distributed by Leader Brand, Major Pharmaceuticals and Rugby Laboratories. This now includes:

UPC Number	Product Name	Strength	Size	Lot Number	Recall Status
Leader Brand					
096295128611	Liquid Multivitamin Supplement for Infants and Toddlers	Not listed	50 mL	All Lots	Recalled
096295128628	Liquid Vitamin D Supplement for Breastfed Infants	400 IU	50 mL	All Lots	Recalled
Rugby Laboratories					
00536-0160-97	Vitamin C Liquid	500mg	118ML	All Lots	Recalled
00536-0590-85	Diocto Liquid	50mg/5ml	473ML	All Lots	Recalled
00536-0650-85	Ferrous Sulfate Elixir	220mg/5mL	473ML	All Lots	Recalled
00536-0710-80	Fer Iron Liquid	15mg/1mL	50ML	All Lots	Recalled

Continued: FDA Alerts, Recalls and Black Box Warnings

May-August 2017

UPC Number	Product Name	Strength	Size	Lot Number	Recall Status
00536-1000-59	Senexon Liquid	8.8mg/5mL	237ML	All Lots	Recalled
00536-1001-85	Diocto Syrup	60mg/15ml	473ML	All Lots	Recalled
00536-1025-47	Aller Chlor Syrup	2mg/5mL	120ML	All Lots	Recalled
00536-2770-85	Calcionate Syrup	1.8g/5mL	16OZ	All Lots	Recalled
00536-2790-59	Cerovite Liquid	9mg/15mL	236ML	All Lots	Recalled
00536-8400-80	Vitamin D3 Liquid	400IU	50ML	All Lots	Recalled
00536-8450-80	Poly-Vitamin Liquid	1500-400/1mL	50ML	All Lots	Recalled
00536-8501-80	Tri-Vitamin Liquid	1500-35/1mL	50ML	All Lots	Recalled
00536-8530-80	Poly-Vitamin W/Iron Liquid	1500-10/1mL	50ML	All Lots	Recalled
Major Pharmaceuticals					
00904-5023-09	Certa-Vite Liquid	9mg/15mL	236ML	All Lots	Recalled
00904-5099-50	Poly-Vita Drops	1500-400/1mL	50ML	All Lots	Recalled
00904-5100-50	Poly-Vita Drops W/ Iron	1500-10/1mL	50ML	All Lots	Recalled
00904-6060-50	Ferrous Drops Iron Supp	15mg/mL	50ML	All Lots	Recalled
00904-6273-50	D-Vita Drops	400/1mL	50ML	All Lots	Recalled
00904-6274-50	Tri-Vita Drops	1500-35/mL	50ML	All Lots	Recalled
00904-6289-09	Senna Syrup	8.8mg/5mL	237ML	All Lots	Recalled



For additional information regarding the recall, please visit the following website:

<https://www.fda.gov/Safety/Recalls/ucm571001.htm>

*International Laboratories, LLC is voluntarily recalling one lot of pravastatin sodium 40mg tablets due to mislabeling. Although the product was labeled as pravastatin sodium tablets USP 40 mg, it actually contained bupropion hydrochloride XL 300 mg tablets. If a patient mistakenly takes bupropion, common side effects include: nausea, vomiting, dry mouth, headache, constipation, sweating, sore throat, diarrhea, dizziness, restlessness, blurry vision. These are typically minor and reversible issues. However, individuals with epilepsy are at higher risk of seizure on bupropion due to it lowering the seizure threshold. Also, people on MAO inhibitors can have a risky drug interaction with bupropion (hypertensive crisis). Finally, allergic reactions are also possible and could be life threatening.

For additional information regarding the recall, please refer to the FDA safety alert at:

<https://www.fda.gov/Safety/Recalls/ucm571019.htm>

Box Warning Added-

*FDA released a Drug Safety Communication about the type 2 diabetes medicine canagliflozin: Based on new data from two large clinical trials, the FDA concluded that canagliflozin causes an increased risk of leg and foot amputations. The FDA is requiring new warnings, including a Boxed WARNING, to be added to the canagliflozin drug labels to describe this risk.

Claims Modernization

Electronic Funds Transfer (EFT)

Health care and dental providers *who currently receive* Electronic Funds Transfer (EFT) from other Arizona State agencies besides the Comprehensive Medical and Dental Program (CMDP) are eligible to begin receiving EFT from CMDP as well starting Spring 2018.

Please direct any questions to the CMDP Provider Services Department at 602-351-2245.



Electronic Data Interchange (EDI)

CMDP is actively trading data with the following Clearinghouses:

- Dental Exchange
- Emdeon
- Gateway
- HEW

What Clearinghouse does your office use to bill electronic claims? Please let us know at CMDPclaimsquestions@azdcs.gov.

If you or your Clearinghouse would like to register with CMDP, please visit our website <https://dcs.az.gov/cmdp> or call our Provider Services Representative, Tammy Tomasino at 602-364-0748 to become a Trading Partner today!

Medicaid Fraud and Abuse: How To Report It

Anyone suspecting Medicaid fraud, waste, or abuse should report it. Health care fraud, waste, and abuse can involve patients, physicians, pharmacists, beneficiaries, and medical equipment companies.

You do not have to leave your name when reporting suspected Medicaid fraud. You can leave the information on the CMDP Corporate Compliance Hotline voice mail box at 602-771-3555.

The following information is helpful when reporting alleged fraud:

- Name of the CMDP member on their CMDP card
- Name of the physician, hospital, or other health care provider
- Date of service
- Estimated amount of money involved
- A description of the suspected fraudulent acts

Billing CMDP Members for Services Rendered



Under most circumstances, CMDP caregivers and members are not responsible for any medical or dental bills incurred for the provision of medically necessary covered services.

AHCCCS registered providers shall not request or collect payment from, refer to a collection agency, or report to a credit reporting agency an eligible person or a person claiming to be an eligible person in accordance with Arizona Administrative Code R9-22-702.

Civil penalties may be assessed to any provider who fails to comply with these regulations.

Providers who have questions regarding exceptions to this rule are encouraged to contact the CMDP Provider Services unit at 602-351-2245 for clarification.

Language Line

Today more than ever the use of many different languages, including sign language for hearing impairment, are prevalent. This may cause a cultural isolation barrier between a patient and their healthcare professional. Communication is crucial for the patient-doctor relationship.

CMDP offers Language Line Services to help members and caregivers to communicate with healthcare providers. Interpretation is available to CMDP members in over 140 languages either by phone or written translation.

If you believe a CMDP member or caregiver may be in need of translation services please feel free to direct them to the CMDP Member Services. CMDP cannot ensure the availability of services therefore we ask that members provide at least one week advanced notice. However, CMDP will make every effort possible to arrange services regardless of the notification timeframe.

Culture and Your Health

All of us are programmed by our culture. This determines our behaviors and attitudes.

Culturally competent health care: Health care services should respect the culture of members. Medically-necessary covered services are culturally competent when they fit the member. They should be based on the member's needs.

Benefits of cultural competency: Most people think their own values and customs are best. They may expect other cultures to share those views. Some benefits of having culturally competent health care services are listed below.

Members and caregivers:

- Gain sensitivity to members' needs; reduce prejudice and bias
- Improve the quality of member care and outcomes
- Improve member (and caregiver) satisfaction for the services provided
- Develop more appropriate member-specific plans of care

CMDP staff and health care providers:

- Work better with diverse patient populations
- Have a better understanding of other cultures in their approach to health care services for children
- Comply with federal and state requirements
- Reduce non-compliance of members (and caregivers) toward services

Member Services as a resource: Use the Member Services Unit as a resource for child-specific, culturally competent health care services and/or providers, such as:

- A specific language, gender, ethnic, geo-graphical, or specialized health care provider for the individual needs of a member
- Health care services responsive to a member's cultural or religious beliefs
- Translation services for health care appointments when a language-specific provider is unavailable
- Interpretation services orally or for the hearing impaired
- Written health care information in a native language
- Health care information in an alternative format for the visually impaired.

CMDP wants members to get health care services that are best for them. Please contact Member Services for questions and information at 602-351-2245.

CMDP ID Cards

Each CMDP member is provided a health plan identification (ID) card. Providers should request to see the member's CMDP ID card each time a member presents themselves for services.

The CMDP ID card has a unique identifying number assigned by CMDP, and is found on the members ID card. This number starts with 00. The CMDP ID number is not the same as the AHCCCS ID number. Make a copy of the member's CMDP ID card to ensure use of the correct ID number at future visits.

A caregiver may present a Notice to Provider form, in lieu of a CMDP ID card. If the member does not have his/her ID card available at the time of service they should never be denied treatment.

Please call CMDP Member Services during standard business hours at 602-351-2245 or 1-800-201-1795 to verify eligibility and enrollment.

You can also find more information in the CMDP Provider Manual, which is available on the CMDP website at <https://dcs.az.gov/services/cmdp/comprehensive-medical-and-dental-program-cmdp-provider-manual>

If you would like to receive a hard copy please contact CMDP Provider Services.

Now Available

Visit the CMDP website at <https://dcs.az.gov/cmdp> and check out the revised CMDP Provider Manual.

Locate information such as:

- Program Overview
- Provider Responsibilities
- Member Enrollment
- Covered and Non-Covered Services
- Behavioral Health
- Claims Processing and Payment
- Fraud and Abuse

Please contact Provider Services with any questions at 602-351-2245 or 1-800-201-1795.



Coming Soon: New Online Provider Tool

CMDP is in the process of improving our electronic health care system to better serve you. Upon implementation providers will have virtual access to:

- Submit Prior Authorization Requests
- Submit Claims
- Verify Claim Status
- View Payment and Remittance Advise History
- Verify Member Eligibility

CMDP is looking forward to this new feature and will be providing additional information in the near future.



Helpful Websites

Arizona Health Care Cost Containment System (AHCCCS): Arizona's Medicaid agency that offers health care programs to serve Arizona residents.

www.azahcccs.gov

Children's Rehabilitative Services (CRS): A program that provides medical care and support services to children and youth who have chronic and disabling conditions.

<http://www.uhccommunityplan.com/>

Vaccines for Children (VFC): A federally-funded program that provides vaccines at no cost to children who might not otherwise be vaccinated because of inability to pay.

<http://www.cdc.gov/vaccines/programs/vfc/index.html>

Every Child by 2 Immunizations (ECBT): A program designed to raise awareness of the critical need for timely immunizations and to foster a systematic way to immunize all of America's children by age two.

www.ecbt.org

Arizona State Immunization Information System (ASIIS) and The Arizona Partnership for Immunization (TAPI): A non-profit statewide coalition whose efforts are to partner with both the public and private sectors to immunize Arizona's children.

www.whyyimmunize.org

American Academy of Pediatrics: An organization of pediatricians committed to the optimal physical, mental, and social health and well-being for all infants, children, adolescents, and young adults.

www.aap.org



ARIZONA
DEPARTMENT
of CHILD SAFETY
Comprehensive Medical
and Dental Program

Comprehensive Medical and Dental Program
"Serving Arizona's Children in Foster Care"

(602)351-2245

800 201-1795

<https://dcs.az.gov/cmdp>

Fax Numbers

Claims.....(602) 265-2297

Provider Services.....(602) 264-3801

Behavioral Services.....(602) 351-8529

Medical Services(602) 351-8529

Member Services.....(602) 264-3801

Email Address

Claims.....CMDPclaimsquestions@azdcs.gov

Provider Services.....CMDPProviderServices@azdcs.gov

Behavioral Services.....CMDPBHC@azdcs.gov

Member Services.....CMDPMemberServices@azdcs.gov

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make any other reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact 602-364-3976; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en línea o en la oficina 602-351-2245 o al 1-800-201-1795.